

Enterprise Incident Report Nov 2010

As of 12/1/2010

Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Governor's Office	17 13	17 13
Customer Company Total	17 13	17 13

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Governor's Office	17 2	17 2
Customer Company Total	17 2	17 2

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Governor's Office	17 0.36	17 0.36
Customer Company Total	17 0.36	17 0.36

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents	
	Bottom Number - Missed Resolution	
	Low	MR Total
Governor's Office	17 0	17 0
Customer Company Total	17 0	17 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Governor's Office	17 0.47	17 0.47
Customer Company Total	17 0.47	17 0.47

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Detail

INC000000213188	Patsy Buchi	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000213193	Nancy Grisel	PC/Laptop	Error	Microsoft Office Professional 20		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000215854	Shannon Simonsen	PC/Laptop	Error	iTunes		TIR Missed:	No	TIR:	0.02
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.02
INC000000216307	Fran Fish	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000217486	Michael Kjar	PC/Laptop	Virus	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000217597	John Bennett	PC/Laptop	Virus	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000217639	Connie Wettlaufer	Network	None	None		TIR Missed:	Yes	TIR:	1.65
	Network Operations	Kelli Okumura	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	1.81
INC000000219939	Virginia Orozco	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000219986	Clair Webster	PC/Laptop	Password	PGP		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000220007	Michelle Morris	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000220023	Clifford Strachan	Network	Password	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000223736	Francine Groth	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000224907	Nancy Grisel	Application	Error	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.80
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed:	No	TTR:	2.54
INC000000224947	Connie Wettlaufer	Network	None	None		TIR Missed:	Yes	TIR:	3.66
	Network Operations	John Stevens	Governor's Office	Low	Resolved	TTR Missed:	No	TTR:	3.66
INC000000225024	Kimberlee Willette	PC/Laptop	Error	Adobe Acrobat 9.0 Pro		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000225030	Connie Wettlaufer	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
	Capitol Desktop Support	Chad Poll	Governor's Office	Low	Resolved	TTR Missed:	No	TTR:	0.00

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INC000000225555	Connie Wettlaufer	Application	Password	Utah Master Directory	TIR Missed: No	TIR:	0.02
Help Desk	Brenda Treadway	Governor's Office	Low	Resolved	TTR Missed: No	TTR:	0.04